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June 28, 2012


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1914 – 1999

AFFILIATED SOUTH AMERICAN OFFICES

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BUENOS AIRES, ARGENTINA

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OF COUNSEL

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EUGENE MALISZEWSKYJ
DIRECTOR OF ENGINEERING

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Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Ms. Karen Majcher
Vice President of the High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, DC 20036

Public Utility Commission of Texas
1701 N. Congress Ave., PO Box 13326
Austin, TX 78711

RE: §54.313 - Annual Reporting Requirements for High-cost Recipients
Tatum Telephone Company, 170 W Sterling Price St, Tatum, TX, 75691
Study Area Code 442150

Pursuant to Sections 54.313(a)(2) through (a)(6) and (h) of the Commission's Rules,
enclosed herewith is the high-cost recipient annual report for 2012 of Tatum Telephone
Company. A copy of this report was also filed with the Universal Service Administrative
Company and with the Public Utility Commission of Texas.

If you have any questions regarding this filing, please do not hesitate to contact the undersigned.

Sincerely,

s/ Mary J. Sisak

Mary J. Sisak

Annual 47 CFR 54.313 High-Cost Recipient Report and Certification
WC Docket No. 10-90

Reporting Year: 2012

Date of Filing: July 2, 2012

Company: Tatum Telephone Company

1. Outage Information - §54.313 (a)(2).

The Company is a state-designated ETC and this information for the calendar year 2011 was not required to be reported to the state commission having jurisdiction over the Company as part of the annual ETC High Cost Support Use Certification. However, the state commission does have a requirement for companies to notify the commission in writing as soon as reasonably possible after a service interruption has occurred for four hours or more. The Company did not experience any service interruptions in 2011 that met the reporting criteria established by either the state commission or the FCC.

2. Unfulfilled Service Requests - §54.313 (a)(3).

The Company is a state-designated ETC and this information for the calendar year 2011 was not required to be reported to the state commission having jurisdiction over the Company as part of the annual ETC High Cost Support Use Certification. However, the state commission does have a requirement for companies to submit a quarterly Telephone Service Quality Report that provides information responsive to this request. Copies of the quarterly reports for 2011 are attached. The Company met 100% of its installation commitments and had no unfulfilled service requests during 2011.

3. Complaints per 1,000 Connections - §54.313 (a)(4).

The Company is a state-designated ETC and this information for the calendar year 2011 was not required to be reported to the state commission having jurisdiction over the Company as part of the annual ETC High Cost support Use Certification. However, the state commission does have a requirement for companies to submit a quarterly Telephone Service Quality Report that provides information relating to customer trouble reports. Copies of the quarterly reports for 2011 are attached. The state commission also has a customer complaint process that would require the Company to provide a written response to complaints. During the prior calendar year (2011), the Company had 0.00 complaint per 1,000 access lines for supported services as reported to any federal and/or state regulatory agencies.

4. Additional Voice Data - §54.313 (h).

The Company provides the following additional voice data on rates effective June 1, 2012 that fall below the effective Local Urban Rate Floor:

None

5. Certification Pursuant to §54.313 (a)(5).

The Company certifies that it is in compliance with applicable service quality standards and consumer protection rules.

6. Certification Pursuant to §54.313 (a)(6).

The Company certifies that it is able to function in emergency situations as set forth in §54.202(a)(2) of the Commission's Rules; specifically, that it has a reasonable amount of back-up power to ensure functionality without an external power source, that it is able to reroute traffic around damaged facilities, and that it is capable of managing traffic spikes resulting from emergency situations.

Signed: 
Deborah Nobles

Title: Vice President of Regulatory Affairs

Date: June 27, 2012

UTILITY: Tatum Telephone Company

PERIOD ENDING: December 31, 2011

PROJECT NO. 39301

TELEPHONE SERVICE QUALITY REPORT

	Objective	REPORT MONTHS		
		Oct	Nov	Dec
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.8%	0.3%	0.6%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Contact Name: Jeff Keller

Contact Telephone Number: 903-947-2222

RECEIVED
12 FEB - 8 AM 10:51
TELEPHONE COMMISSION

174

STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION

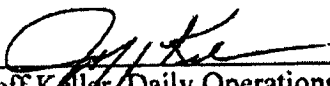
OF TEXAS

STATE OF TEXAS §

COUNTY OF RUSK/PANOLA §

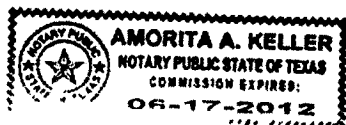
BEFORE ME, the undersigned authority, on this day personally appeared Jeff Keller representing Tatum Telephone Company ("the Company"), who on his/her oath deposed and said:


"My name is Jeff Keller. I am employed by Tatum Telephone Company in the position of Daily Operations Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Jeff Keller, Daily Operations Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 6th day of January, 2012.





Notary Public
State of Texas

UTILITY: Tatum Telephone Company

PERIOD ENDING: September 30, 2011

PROJECT NO. 39301

TELEPHONE SERVICE QUALITY REPORT

RECEIVED
11 NOV -8 AM 9:34
COMMUNICATIONS
DEPT

	Objective	REPORT MONTHS		
		Jul	Aug	Sep
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.4%	0.6%	0.4%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Contact Name: Jeff Keller

Contact Telephone Number: 903-947-2222

131

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81**

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**PUBLIC UTILITY COMMISSION

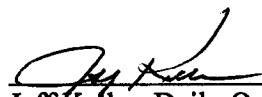
OF TEXAS**

STATE OF TEXAS §

COUNTY OF RUSK/PANOLA §

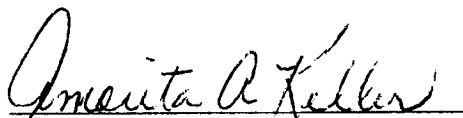
BEFORE ME, the undersigned authority, on this day personally appeared Jeff Keller representing Tatum Telephone Company ("the Company"), who on his/her oath deposed and said:

"My name is Jeff Keller. I am employed by Tatum Telephone Company in the position of Daily Operations Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Jeff Keller, Daily Operations Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 4th day of October, 2011.



Notary Public
State of Texas

UTILITY: Tatum Telephone Company

PERIOD ENDING: June 30, 2011

PROJECT NO. 39301

TELEPHONE SERVICE QUALITY REPORT

RECEIVED
11 AUG -3 AM 9:26
PUBLIC UTILITY COMMISSION
FILING CLERK

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>Apr</u>	<u>May</u>	<u>Jun</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.2%	0.4%	2.2%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Contact Name: Jeff Keller

Contact Telephone Number: 903-947-2222

73

STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION

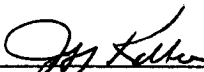
OF TEXAS

STATE OF TEXAS §

COUNTY OF RUSK/PANOLA §

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"My name is Jeff Keller. I am employed by Tatum Telephone Company in the position of Daily Operations Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Jeff Keller, Daily Operations Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 11 day of July, 2011.





Notary Public
State of Texas

PROJECT NO. 39301**TELEPHONE SERVICE QUALITY REPORT**

	Objective	REPORT MONTHS		
		Jan	Feb	Mar
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
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9. Business office answer time				
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Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.9%	0.004%	0.0%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Contact Name: Jeff Keller

Contact Telephone Number: 903-947-2222

26

STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION

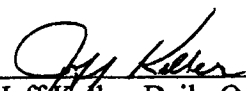
OF TEXAS

STATE OF TEXAS §

COUNTY OF RUSK/PANOLA §

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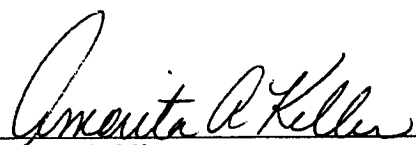
"My name is Jeff Keller. I am employed by Tatum Telephone Company in the position of Daily Operations Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Jeff Keller, Daily Operations Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 7th day of April, 2011.





Notary Public
State of Texas